



Product Number: 3133.01.10

PAYROLL PROCESSING

Effective Date: July 1, 2009
Revision Date: February 19, 2009
Version: 1.0.0
Product Manager: Nancy Nelson
Phone: 801-538-3523
E-mail: nancynelson@utah.gov

The DTS Payroll section provides assistance with all payroll matters including ESS issues for all staff members. Our job is to pay employees for time worked in an accurate and timely manner, in accordance with state policies, procedures, and applicable laws.

To facilitate this process, the Employee Self Service System (ESS) is made available for employees to record hours worked and leave usage.

Product Features and Descriptions

Feature	Description
Customer Service	Answer general payroll related questions. (i.e. – leave balances, reporting errors, leave adjustments, direct deposits, on-call, leave usage, etc.)
ESS/SAP System	Provide assistance to users of the Employee Self Service system. Answer questions, research and resolve issues relating to ESS.
Payroll Reporting	Provides management with payroll reporting information when requested for the section or subordinates they manage. There are various reports available for managers to track personnel costs, charging information, employee attendance, etc.

Features Not Included

Feature	Explanation
Accuracy and timeliness	The payroll section strives for 100% accuracy, but operates under the BSC measure of 99.75% average error rate. All payroll processing must be completed by the deadlines set forth by State Finance.

Rates and Billing

Feature	Description	Base Rate
---------	-------------	-----------

DHRM Rate

For payroll services provided for DTS employees. Comparable rate is \$110 per FTE.

Ordering and Provisioning

Once an employee is hired and the information is entered into HRE by our Human Resource staff, the employee information will update to payroll. The employee will be able to enter their work hours which will allow their supervisor to approve their time and ultimately be paid.

DTS Responsibilities

Payroll will ensure that each employee is properly paid in accordance with state policy and procedure and that all federal guidelines are followed.

Agency Responsibilities

N/A

Service Levels and Metrics

Payroll staff strives to provide 100% accuracy in the payroll process, but is allowed a Balanced Score Card Measure of 99.75% average payroll error rate. All payroll deadlines set forth by State Finance will be met at 100%.